STANDARD OPERATING PROCEDURE
IT Purchasing

Purpose
To create a standard process for IT equipment procurements in the College of Liberal Arts.

Definitions

Freshdesk (IT Request System) – A hosted application that provides a centralized means of submitting, tracking and troubleshooting IT requests. Requests submitted via LiberalArtsIT@tamu.edu

CLA – The College of Liberal Arts

Procedure
The College of Liberal Arts has a standard procedure to replace tenured/tenure-track faculty and staff computing devices every four (4) years through existing workstation refresh programs. Additionally, CLA provides funding for classroom equipment replacement which occurs through a proposal and awards process.

All purchases occur by collaboration between the Liberal Arts IT Logistics office, the College of Liberal Arts Business Office, departmental business offices and the Liberal Arts IT professionals supporting the various college departments.

All Liberal Arts IT Logistics purchases are recorded in Freshdesk.

Standards Compliance
Senior staff within Liberal Arts IT review equipment annually to determine what devices, packages and classroom technology are optimal for the College's official offerings. The selections are vetted by the CLA Business Office and, as needed, the Dean. Where college funding is applied, selections must be made from among the official standard equipment offerings.

Where research funding is applied, non-standard equipment may be specified with the assistance of a Liberal Arts IT Professional, and purchased through IT Logistics so that quality warranties, better pricing and performance can be assured.

All equipment purchased within the college, regardless of funding source, must be identified as business or enterprise class. Consumer equipment and unvetted vendors are prohibited.

For IT purchase requests being processed by Liberal Arts IT Logistics:
1)   The requestor initiates a Freshdesk Request detailing the item(s) needed for purchase or requesting assistance from an IT professional.
2)   Liberal Arts IT obtains a quote(s) and forwards the information back to the departmental requestor for final review and approval.
3)   Liberal Arts IT Logistics confirms account to source with departmental business office and completes procurement in accordance with TAMU Purchasing Procedures.

IT purchases that need to go through IT Logistics include (but are not limited to):
Software
Printers/Scanners/MFP devices
Desktop computers, Laptops/Tablets/iPads
Monitors/TVs
Encrypted storage devices
Classroom/Lab Projectors

IT adjacent purchases that are appropriate for the department business office:
Mouse/ Keyboard
Wrist pads
Toner
Cables/Adapters

Related Policies/Rules/SAPs
TAMU IT Information Security Controls Catalog: CM-1 Configuration Management Policy & Procedures